

REASONABLE ACCOMMODATION POLICY

RESIDENTS & APPLICANTS

POLICY STATEMENT

Goldmark Property Management, Inc. (“Goldmark”) is dedicated to ensuring that the policies and procedures at its housing developments do not discriminate against individuals with disabilities, on the basis of disability, and otherwise receive an equal opportunity to participate in, or benefit from, its housing developments, and the programs, services and activities offered at these developments. Therefore, Goldmark requires that all third-party or other agencies involved with its housing developments create and establish policies and procedures approved by Goldmark. Goldmark must, among other requirements, reflect an affirmative commitment to further the fair housing rights of individuals with disabilities and must comply with the provisions and guidance in this Section 504 Reasonable Accommodation Policy and Procedures (“Policy”).

Goldmark, its employees and agents, including its affiliates shall use this Policy, in accordance with the guidance that follows, for making decisions on approving or denying Accommodation requests at all of Goldmark housing properties.

REASONABLE ACCOMMODATION DEFINITION

A Reasonable Accommodation (“Accommodation”) is a change, alteration or adaptation in rules, policies, practices, programs or services, as well as modifications to existing facilities when such Accommodation(s) might be necessary to afford individuals with a disability the equal opportunity to use and enjoy a dwelling.

MONITORING AND ENFORCEMENT

A copy of this Policy will be posted in Goldmark properties’ leasing office. A copy of the Policy will be distributed to each applicant/resident during the application and re-certification process. Individuals may also obtain a copy of the Policy upon request from the Goldmark on-site office staff or from Goldmark’s Section 504 Coordinator. A copy will also be posted on the respective owners’ website, as well as on Goldmark’s website at www.goldmark.com.

Goldmark is responsible for monitoring compliance with the Policy. Individuals who have questions regarding this Policy, its interpretation or implementation should contact Goldmark Section 504 Coordinator in writing, by telephone, or by appointment, as follows:

Goldmark Compliance

PO Box 3024, Fargo, ND 58103

Email: GoldmarkCompliance@goldmark.com

Phone: 701-235-2920; TTY: 800-366-6888 or 711

Fax: 701-239-5837

INDIVIDUAL WITH A DISABILITY

Any applicant for housing will only be evaluated using non-discriminatory eligibility criteria. Goldmark will not discriminate against current and prospective residents on the basis of disability, or any prohibitive basis. An individual with a disability means an individual who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such an impairment.

As used in this definition, the phrase **“physical or mental impairment”** includes, but is not limited to, conditions such as visual or hearing impairment, mobility impairment, HIV infection, mental retardation, drug addiction (except current illegal use of or addiction to drugs), or mental illness. The term **“major life activity”** may include seeing, hearing, walking, breathing, performing manual tasks, caring for one’s self, learning, or speaking.

EXAMPLES OF ACCOMMODATIONS

Some Accommodations may include, but are not limited to:

- Installation of grab bars in the bathroom or shower;
- Allowing a family to have a service or assistance animals in a community with a no-pets policy;
- Granting a reserved parking space closer to the individuals unit;
- Visual alerting systems and flashing lights for individuals who are deaf or hard of hearing;
- Making documents available in large type, computer disc or Braille; and
- Permitting a resident to transfer to an available unit on a lower level.

ACCOMMODATION REQUESTS

A person with a disability or another person representing them may request an Accommodation at any time during the application process and residency at a Goldmark housing development, either in writing, orally, or by any other equally effective means of communication. However, such request is communicated, Goldmark will ensure that all requests will be reduced to writing. All communication and/or notification will be provided in an alternative format, upon request.

- a) Goldmark asks for individuals to use the reasonable accommodation request form (“Form” – see **Exhibit A** attached) when requesting an Accommodation. While Goldmark encourages the use of the Reasonable Accommodation Form it is not required when requesting Accommodations.
- b) All applications will be taken in an accessible location, made available in accessible formats, and be provided to applicants with appropriate auxiliary aids and services, including qualified sign language interpreters and readers, upon request
- c) Applicants and residents will receive the Policy and the Form during the lease signing appointment, during annual recertification, or upon request.

- d) Individuals seeking Accommodation(s) may contact their Goldmark on-site office staff or the Section 504 Coordinator directly to request Accommodation(s).
- e) Within five (5) business days of receipt, all requests for Accommodation will be acknowledged in writing or verbally and forwarded to the Section 504 Coordinator or other appropriate designee.
- f) Within ten (10) business days of receipt, Goldmark will respond to the request providing the status of the request or to ask for additional information regarding the request.
 - a. If an individual with a disability requests an Accommodation, Goldmark will provide such accommodation unless doing so is not reasonable. To be reasonable, an Accommodation must not result in an undue administrative and financial burden, nor may it fundamentally alter the nature of the program.
 - b. Determining whether an Accommodation is reasonable will be on a case-by-case basis involving various considerations, such as cost, financial resources, benefit to individual with disability, and the availability of an alternative accommodation that will meet the requestor's disability-related needs.
 - c. Any time additional information or documentation is required, or it has been determined that the Accommodation may not be reasonable, Goldmark on-site office staff will engage in an interactive dialogue with requestor to discuss whether there is an alternative Accommodation that would be equally effective in addressing the requestor's disability-related needs. If an alternative Accommodation will effectively meet the requestor's disability-related needs and is reasonable, Goldmark will grant such accommodation.
 - d. All recommendations approved by the Section 504 Coordinator will be forwarded to the appropriate personnel for implementation.
- g) Within twenty (20) business days of receipt of request and all additional information, Goldmark will provide written notification to the individual of its decision to approve or deny the individual's request.
 - a. If approved – Goldmark on-site office staff will notify the individual of the status for providing such Accommodation.
 - b. If denied – Goldmark on-site office staff will notify the individual of the reasons for denying such Accommodation. Also, the notification will provide the

individual with information regarding its HUD-approved Grievance Procedures.

VERIFICATION OF ACCOMMODATION REQUEST

Goldmark will only request documentation to verify a disability when an individual's disability or disability-related need is not apparent. While Goldmark provides verification forms (see **Exhibit B** attached), the applicant, resident, and third-party person or organization verifying the disability and/or disability-related need do not have to utilize these forms.

The following parties may provide verification of an individual's disability and the need for Accommodation:

- a) Physician;
- b) Psychiatrist;
- c) Social work;
- d) Therapist;
- e) Non-medical service agency; or
- f) Reliable third party who is in position to know about the individual's disability and disability-related needs.

Goldmark may verify an individual's disability only to the extent necessary to ensure that individuals who have requested an Accommodation have a disability-related need for the requested Accommodation. In no instance shall Goldmark inquire into the specifics or the severity of the disability. Once an individual's disability and disability-related need is known, Goldmark will not require additional verification for additional request for Accommodation(s).

However, there may be a time that an individual(s) requests an additional Accommodation, and the disability related need is not known for that particular request. In this instance, Goldmark may ask for more information or verification of the disability related need, for that particular Accommodation request is not known.

TRANSFER AS AN ACCOMMODATION

Goldmark shall not require an individual with a disability to accept a transfer in lieu of providing an Accommodation. Should an individual with a disability request a dwelling unit modification that includes structural changes, including, but not limited to widening entrances, rooms, or hallways, and there is a vacant, comparable, appropriately sized Uniform Federal Accessibility Standard (UFAS) compliant unit Goldmark may offer to transfer the resident to the vacant unit in lieu of providing structural modifications. However, if the resident rejects the offered transfer, Goldmark shall make modifications to the individual's unit unless doing so would be structurally impracticable or would result in an undue financial and administrative burden.

If the resident accepts the transfer, Goldmark will not require a thirty (30) day notice or a separate deposit for the transfer unit. Reasonable moving costs that do not cause an undue financial and administrative burden related to the transfer from a non-accessible unit to an accessible unit as an Accommodation shall be paid by the property. Moving expenses will also include utilities fees and deposits, if imposed as part of the transfer.

ASSISTANCE ANIMALS AS AN ACCOMMODATION

Individuals with a disability are permitted to have assistance, service, and companion animals, if such animals are necessary as an Accommodation for their disability. Individuals who need an assistance animal as an Accommodation can make requests in accordance with the Policy. A copy of the Assistance Animal Policy can be obtained upon request and will be provided during move-in and at annual recertification from Goldmark's on-site office staff.

RIGHT TO APPEAL/GRIEVANCE PROCEDURE

- 1) The resident may file a complaint in accordance with Goldmark's Grievance Procedure following a formal determination by Goldmark.
- 2) A resident may request a meeting to request reconsideration.
- 3) A resident may, at any time, exercise their right to file a fair housing complaint through the local HUD office. Individuals may contact the local HUD office at:

U.S. Department of Housing and Urban Development

1670 Broadway, 24th Floor, Denver, CO 80202

Telephone: 1-800-877-7353

Fax: 303-672-5026

TTY: 303-672-5248

In accordance with the requirements of Section 504 of the Rehabilitation Act of 1973, BSI, its employees and agents, including Goldmark and its affiliates does not discriminate on the basis of disability in admission or access to, or treatment or employment in its federally assisted programs and activities.

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